



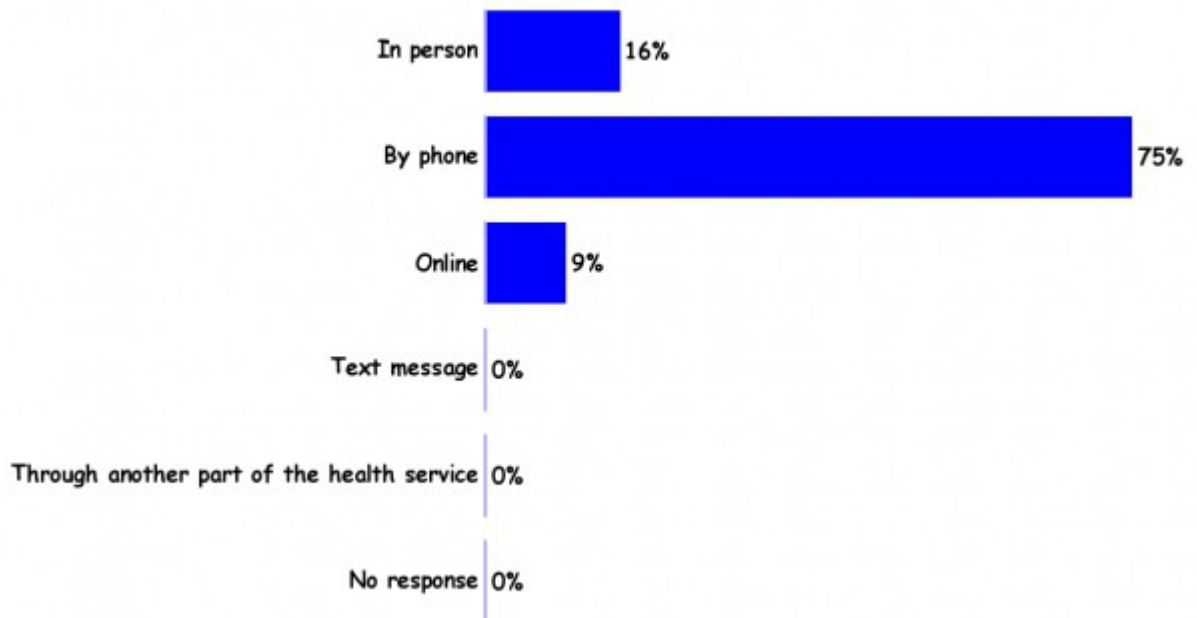
**DUKE MEDICAL CENTRE**

**GP Patient Survey**

**MARCH 2012**

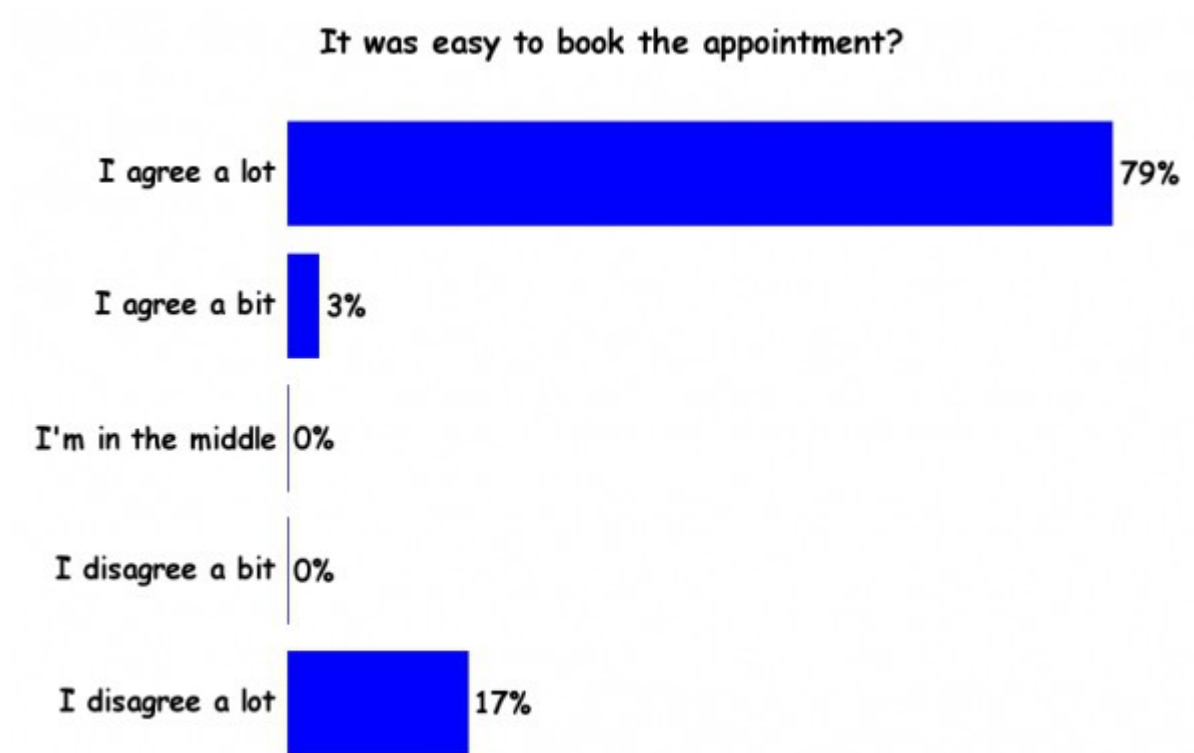
**Question 1**

How would you like to be able to make an appointment?



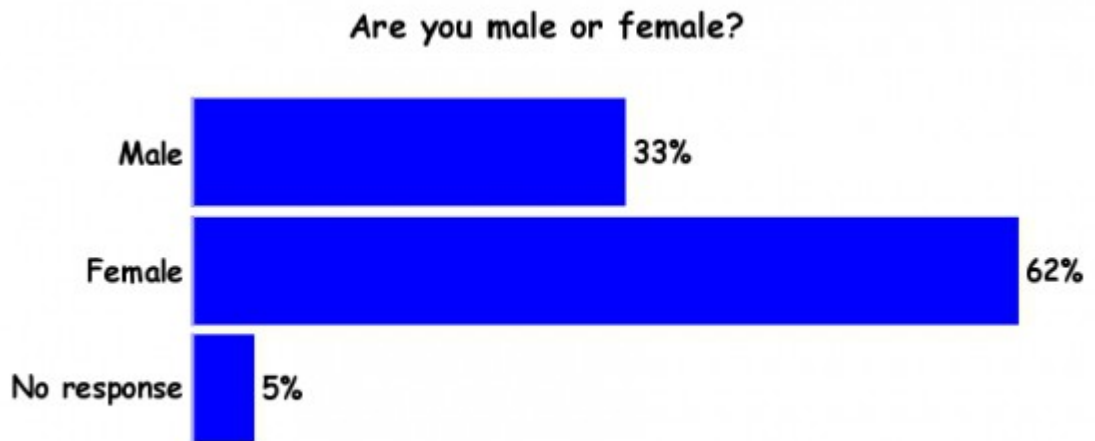
**Patients Comments:**

Question 2



Patients Comments:

**Question 3**

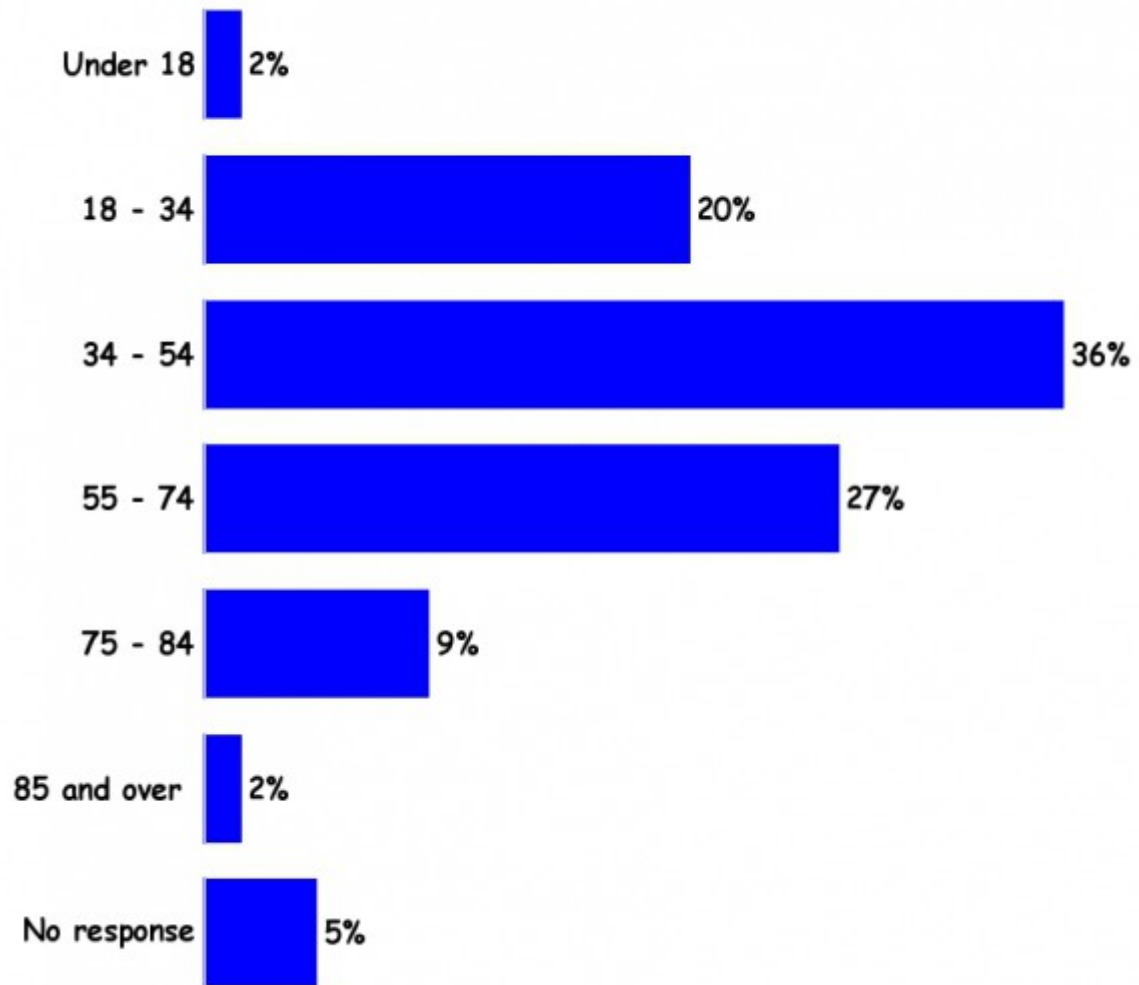


**Patients Comments:**

#### Question 4



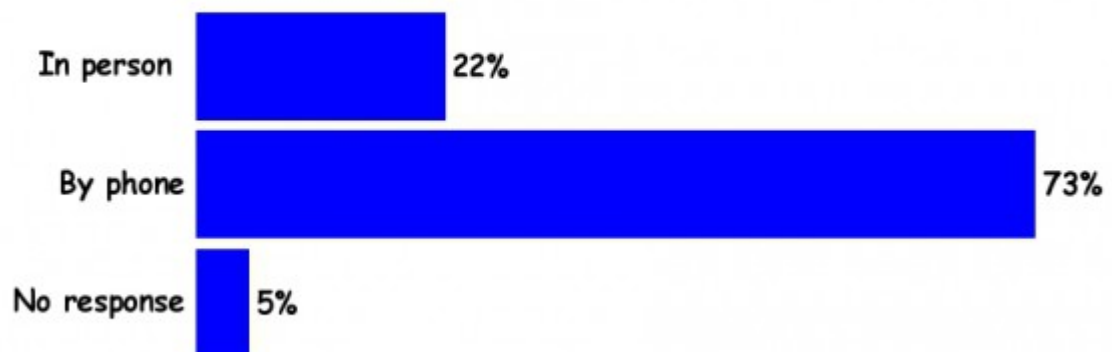
### Which age group do you fit into?



Patients Comments:

**Question 5**

How do you normally book your appointment to see a doctor or nurse?

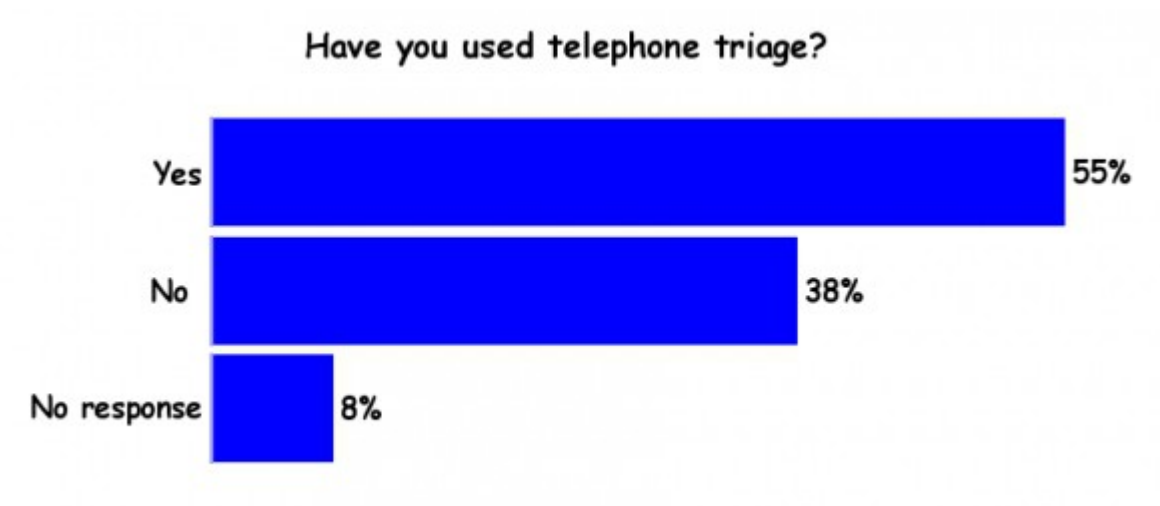


**Patients Comments:**

1. In person when I come to see the doctor



## Question 6

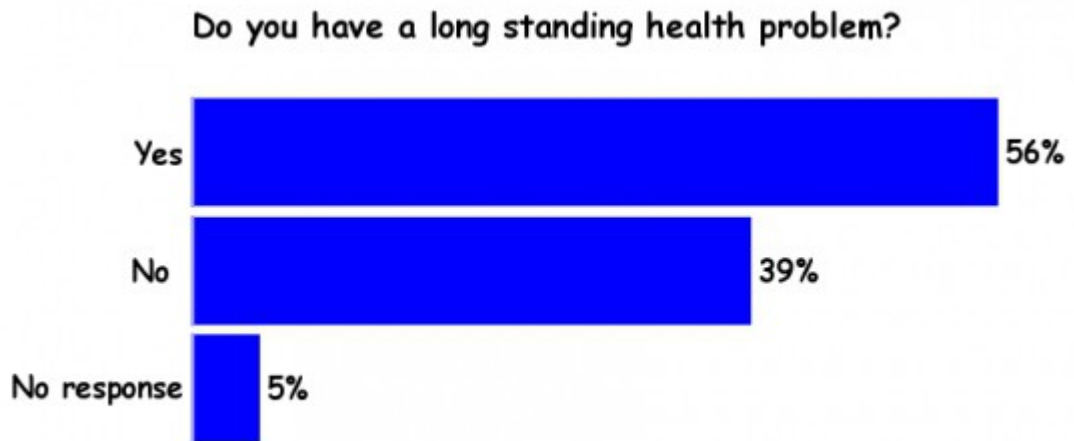


### Patients Comments:

1. I think it is a good service. I find it very useful
2. I think the service is good
3. Good
4. It is a good way to filter patients who do not necessarily need to see a doctor
5. I think it is a good idea. It makes it easier for appointments when really needed
6. Since this service has been available I have found it easier to get an appointment
7. ok

8. Very Good
9. My husband and myself think the triage system is far better than the old system
10. Sometimes you don't want to explain your problem to a receptionist so the option to just explain it to the doctor
11. Good because if you need GP on day you can get one
12. Worked well, Quick call back from doctor
13. Not very good at getting an appointment
14. Not a good alternative, as you don't end up with the doctor of your choice

**Question 7**



**Patients Comments:**

1. Cancer of the womb

**Question 8**

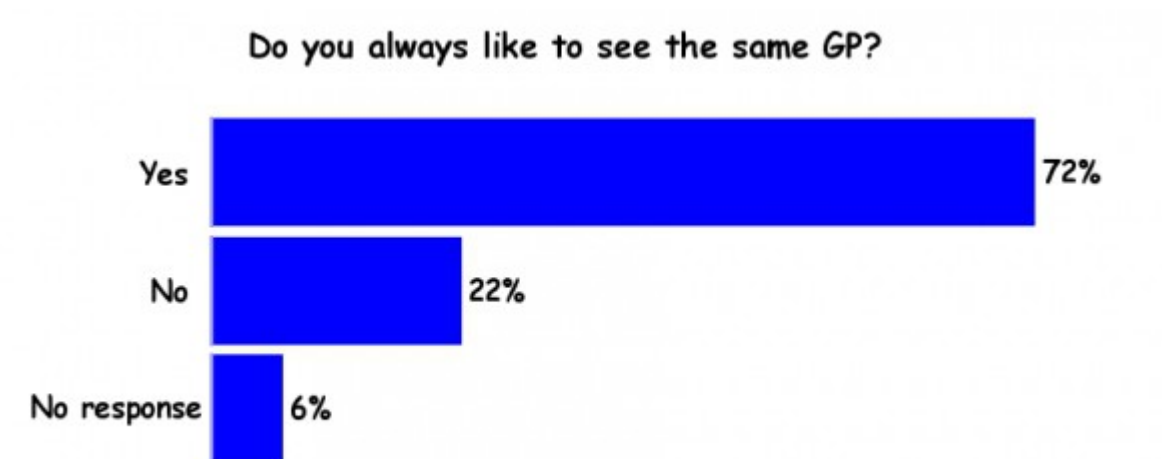
2.

**If yes, have you had discussions in the past 12 months with a doctor or nurse about how best to deal with your health problems**



**Patients Comments:**

**Question 9**

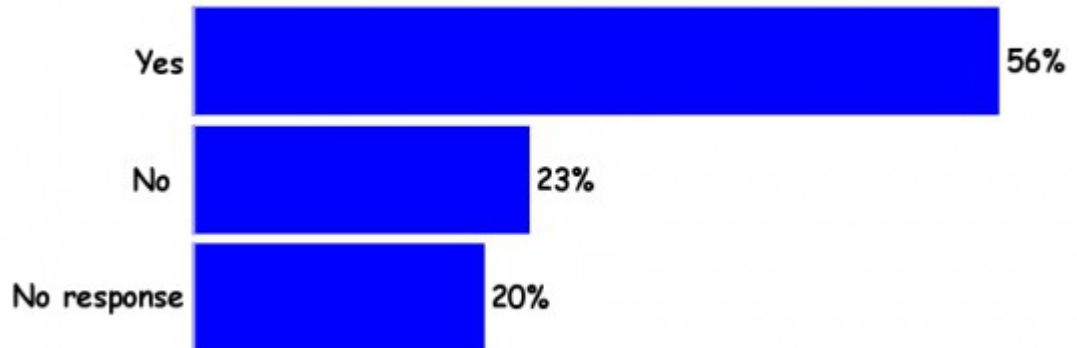


**Patients Comments:**

1. I don't mind which doctor I see, If I make an appointment in advance, I can usually pick which doctor I need to see.
2. Indifferent

Question 10

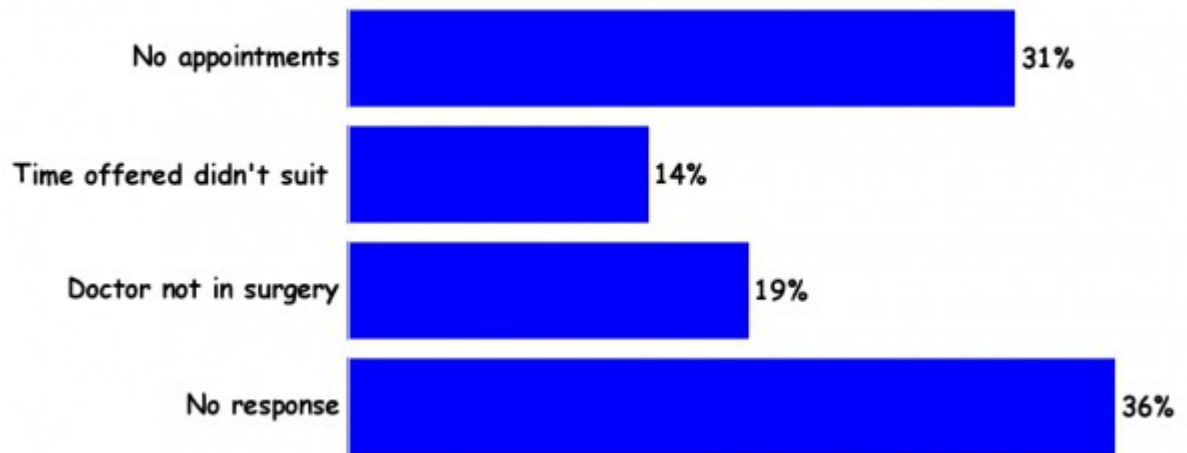
If yes, were you able to see the GP of your choice



Patients Comments:

Question 11

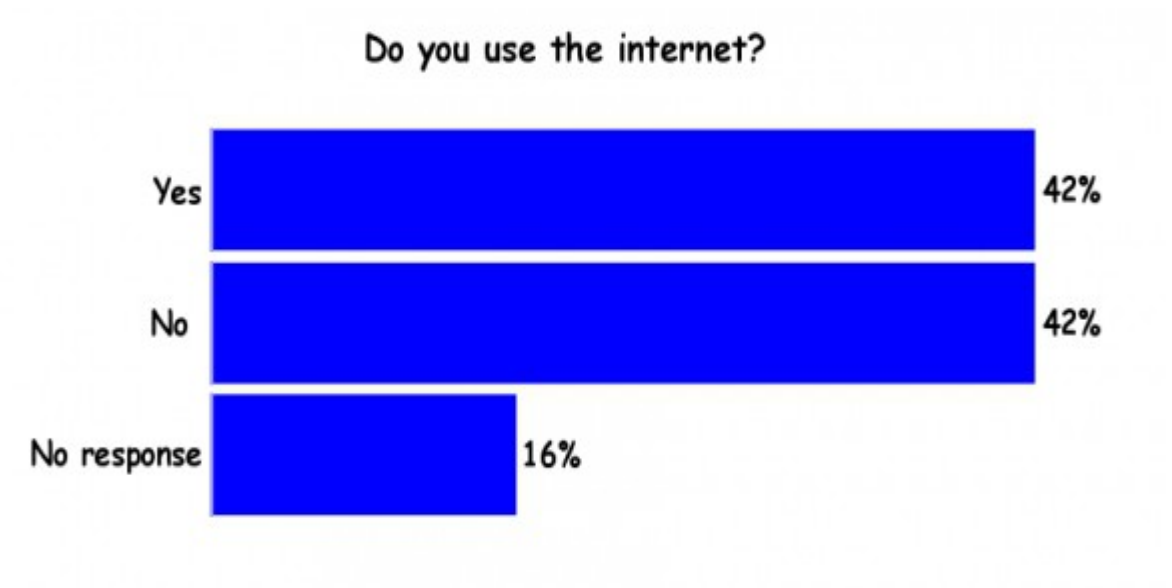
If you were not able to see the GP of your choice, what was the reason



Patients Comments:

1. Majority of the time

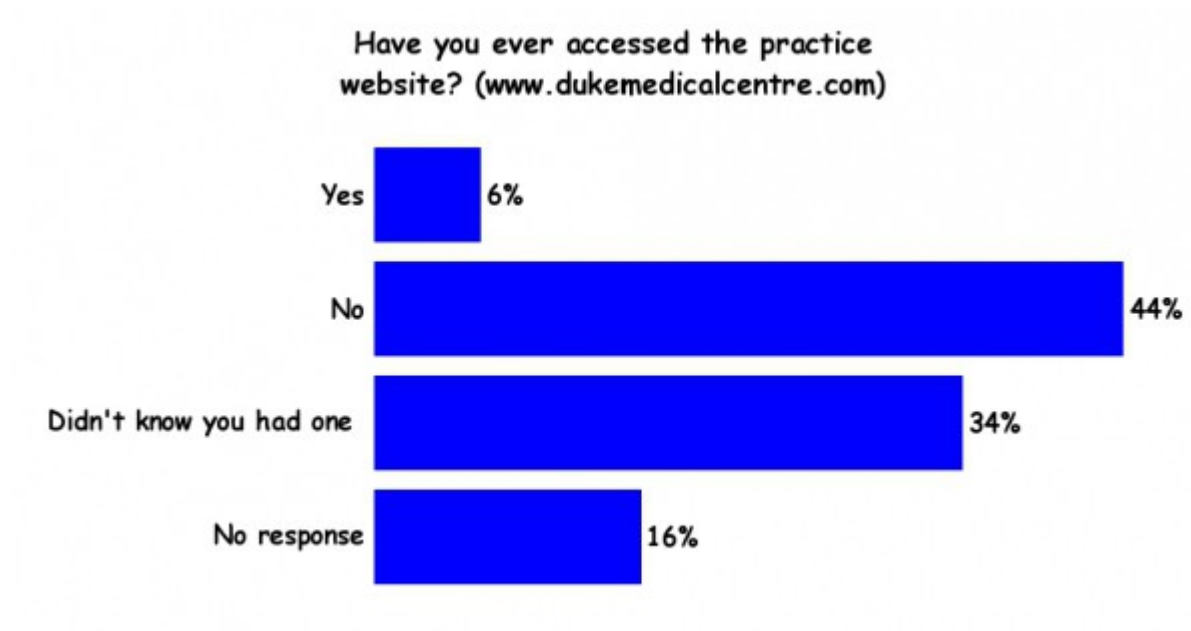
Question 12



Patients Comments:



Question 13



Patients Comments:

**Question 14**

**Would you be happy to give your email address**



**Patients Comments:**

1. Don't have one, no good with computers or Phones, would rather speak in person